

D.T.E. 05-20
2004 Annual Service Quality Report
Essex Gas Company
Section 3 - Back-up Data & Supporting Schedules
Attachment 1

	January	February	March	April	May	June	July	August	September	October	November	December	YTD	YTD Penalty/ (Credit)
Odor Calls														
Essex Gas														
Credit Benchmark	95.50%	95.50%	95.50%	95.50%	95.50%	95.50%	95.50%	95.50%	95.50%	95.50%	95.50%	95.50%	95.50%	
Benchmark	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%
Penalty Benchmark	94.50%	94.50%	94.50%	94.50%	94.50%	94.50%	94.50%	94.50%	94.50%	94.50%	94.50%	94.50%	94.50%	94.50%
Actual Performance	94.12%	98.22%	97.76%	98.28%	99.46%	96.69%	98.57%	98.18%	98.95%	99.22%	95.67%	96.98%	97.43%	(\$120,826.00)
Service Appointments														
Essex Gas														
Credit Benchmark	99.10%	99.10%	99.10%	99.10%	99.10%	99.10%	99.10%	99.10%	99.10%	99.10%	99.10%	99.10%	99.10%	99.10%
Benchmark	98.23%	98.23%	98.23%	98.23%	98.23%	98.23%	98.23%	98.23%	98.23%	98.23%	98.23%	98.23%	98.23%	98.23%
Penalty Benchmark	97.37%	97.37%	97.37%	97.37%	97.37%	97.37%	97.37%	97.37%	97.37%	97.37%	97.37%	97.37%	97.37%	97.37%
Actual Performance	99.87%	99.45%	99.82%	99.10%	99.79%	99.48%	99.68%	99.62%	99.76%	99.73%	99.80%	100.00%	99.68%	(\$47,987.00)
On Cycle Meter Reads														
Essex Gas														
Credit Benchmark	99.06%	99.06%	99.06%	99.06%	99.06%	99.06%	99.06%	99.06%	99.06%	99.06%	99.06%	99.06%	99.06%	99.06%
Benchmark	96.53%	96.53%	96.53%	96.53%	96.53%	96.53%	96.53%	96.53%	96.53%	96.53%	96.53%	96.53%	96.53%	96.53%
Penalty Benchmark	94.00%	94.00%	94.00%	94.00%	94.00%	94.00%	94.00%	94.00%	94.00%	94.00%	94.00%	94.00%	94.00%	94.00%
Actual Performance	98.65%	98.67%	98.76%	98.45%	98.68%	98.57%	98.52%	98.46%	98.24%	98.44%	98.62%	98.72%	98.56%	\$0.00
Emergency TSF														
Essex Gas														
Credit Benchmark	97.20%	97.20%	97.20%	97.20%	97.20%	97.20%	97.20%	97.20%	97.20%	97.20%	97.20%	97.20%	97.20%	97.20%
Benchmark	96.73%	96.73%	96.73%	96.73%	96.73%	96.73%	96.73%	96.73%	96.73%	96.73%	96.73%	96.73%	96.73%	96.73%
Penalty Benchmark	96.26%	96.26%	96.26%	96.26%	96.26%	96.26%	96.26%	96.26%	96.26%	96.26%	96.26%	96.26%	96.26%	96.26%
Actual Performance	93.80%	96.36%	98.71%	98.95%	97.37%	98.50%	99.08%	97.26%	98.67%	96.79%	96.52%	92.64%	96.82%	\$0.00
Non Emergency TSF														
Essex Gas														
Credit Benchmark	80.83%	80.83%	80.83%	80.83%	80.83%	80.83%	80.83%	80.83%	80.83%	80.83%	80.83%	80.83%	80.83%	80.83%
Benchmark	76.16%	76.16%	76.16%	76.16%	76.16%	76.16%	76.16%	76.16%	76.16%	76.16%	76.16%	76.16%	76.16%	76.16%
Penalty Benchmark	71.50%	71.50%	71.50%	71.50%	71.50%	71.50%	71.50%	71.50%	71.50%	71.50%	71.50%	71.50%	71.50%	71.50%
Actual Performance	73.42%	76.06%	84.71%	82.41%	71.32%	78.05%	78.47%	73.75%	66.55%	67.86%	79.06%	82.24%	76.19%	\$0.00
Lost Time Accidents														
Essex Gas														
Credit Benchmark	0.03	0.03	0.03	0.03	0.03	0.03	0.03	0.03	0.03	0.03	0.03	0.03	0.03	0.03
Benchmark	2.20	2.20	2.20	2.20	2.20	2.20	2.20	2.20	2.20	2.20	2.20	2.20	2.20	2.20
Penalty Benchmark	4.36	4.36	4.36	4.36	4.36	4.36	4.36	4.36	4.36	4.36	4.36	4.36	4.36	4.36
Actual Performance	-	0.81	0.61	0.86	-	-	0.92	-	0.65	0.80	0.83	-	0.46	\$0.00
DTE Cases														
Essex Gas														
Credit Benchmark	33	33	33	33	33	33	33	33	33	33	33	33	33	33
Benchmark	51	51	51	51	51	51	51	51	51	51	51	51	51	51
Penalty Benchmark	69	69	69	69	69	69	69	69	69	69	69	69	69	69
Actual Performance	2	3	2	1	5	-	1	-	4	1	3	2	24	(\$15,103.00)
DTE Bill Adj./1,000 Res. Custs.														
Essex Gas														
Credit Benchmark	(\$180.02)	(\$180.02)	(\$180.02)	(\$180.02)	(\$180.02)	(\$180.02)	(\$180.02)	(\$180.02)	(\$180.02)	(\$180.02)	(\$180.02)	(\$180.02)	(\$180.02)	(\$180.02)
Benchmark	\$110.53	\$110.53	\$110.53	\$110.53	\$110.53	\$110.53	\$110.53	\$110.53	\$110.53	\$110.53	\$110.53	\$110.53	\$110.53	\$110.53
Penalty Benchmark	\$401.08	\$401.08	\$401.08	\$401.08	\$401.08	\$401.08	\$401.08	\$401.08	\$401.08	\$401.08	\$401.08	\$401.08	\$401.08	\$401.08
Actual Performance	\$ -	\$ -	\$ 22.95	\$ 36.07	\$ -	\$ 37.17	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 96.19	\$0.00